

# Active Listening Techniques



Active listening is a skill that requires continual practice. By being an active listener, you show your staff you are interested in what is being said, you understand how he or she feels, and you understand the meaning of the message. There are five (5) primary types of active listening:

Type	Definition	Purpose	Examples
Neutral	Use non-committal language; don't agree or disagree	Convey interest Keep your coachee talking	"I see." "Uh-huh." "I understand."
Exploratory	Determines the who, what, where and when	Gather additional facts; help your coachee explore all parts of the situation	"When did the situation begin?" "Where were you when that happened?"
Restatement	Re-state all or part of your coachee's last sentence or basic idea	Show you are listening and understand what is being said; encourages your coachee to continue talking; validate your understanding	"If I understand correctly, you told your coworker..." "It was your decision and your reasons were..."
Reflective	Similar to restatement, but you reflect the feelings expressed	Show you understand how the person feels; helps your coachee to explore the situation; validate your understanding	"You feel that..." "You think it is unfair..." "You felt it wasn't properly addressed..."
Summarizing	Summarize and restate or reflect the ideas and/or feelings	Serves as a checkpoint for further discussion; bring the situation into perspective	"These are the key ideas you have stated..." "If I understand how you feel about the overall situation..."